

Wisenet Line-up Building the Perfect Security System for a Convenient Shopping Experience



· Customer : Hyundai Department Store
 · Location : Pangyo, Korea
 · Vertical : Retail

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"Sometimes police visit to find recordings of accidents that took place near the store. I was told that the high-quality image we shared provided a lead in solving a case."

- A Safety Manager, Hyundai Department store, Pangyo

Challenge

The Hyundai Pangyo Store, which opened its doors in August 2015, has the largest sales area (92,578m²) in the metropolitan area. It features a large food market as well as over 900 famous brands. It is a popular shopping destination for customers from Bundang and Yongin, including Gangnam in Seoul and the Southern Gyeonggi regions.

At the time of the grand opening, the Hyundai Pangyo Store strived to build a security system that met the premium image of being the largest department store in the metropolitan area. As there is a risk of theft and accidents in areas with high foot traffic and consumption, such as department stores and supermarkets, the challenge was to continuously monitor the area to cope with potential injuries or property loss and to enable customers to shop worry-free by minimizing these concerns. In addition to such needs, a quick response capability befitting of the standing of the department store was also crucial.

Solution

Being the largest department store in the metropolitan area, there are 1,110 cameras installed in the Hyundai Pangyo Store. The inside of the department store and the escalators, which pose a higher risk of theft, loss and accidents, have been designated as key areas to be monitored, and SND-6084 were installed to enable clear, high-resolution video monitoring. The SND-6084 is one of Hanwha Techwin's Wisenet III product line, boasting stable compression and transfer of high-resolution

video in full HD. In particular, its advantage is that it provides a P-Iris and allows its users to see clear video of objects at both short and long distances. SND-6011R from the Wisenet III line-up was also installed in the elevators within the department store to monitor confined space with lose lights.

On the roof, network IT PTZ cameras (SNP-6200RH) were installed for monitoring the outside perimeter. At the Control Center of the Hyundai Pangyo Store, rack-installed SRN-4000 units operated at full performance. The SRN-4000 is a network recorder capable of storing up to 64 channels of Full HD video in real-time. Such outstanding recording performance is crucial for monitoring the recorded data.

Result

The Safety Manager of the Hyundai Pangyo Store said "In a store, it is crucial to monitor all key spots with high resolution in order to quickly respond to any incidents or accidents that may occur. We are closely monitoring escalators to deal with safety and instances in which items are lost and we are very satisfied with the quality of Hanwha Techwin cameras." He also expressed his trust in Hanwha Techwin as an industry leader, praising both the quality and the systems. The cameras installed for security within the store are also used to monitor accidents in nearby areas.

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Installation of SND-6084 indoors



Installation of SND-6011R in elevators



The Hyundai Pangyo Store Safety Management Office

Solution details

SND-6084 were also installed in the department store's entrance, which posed a challenge as objects were not clearly distinguished in backlit situations caused by outside lights. SND-6084's WDR feature resolved this problem and enabled clear monitoring in all lighting conditions. SND-6011R allows wide angle monitoring without blind spots even in confined spaces such as elevators, and is equipped with an IR LED to clearly identify objects in dark or low light conditions. The Hyundai Pangyo Store is located in a key transportation hub that includes Pangyo Station on the New Bundang Line and the Pangyo toll gate, connecting Seoul and Bundang. The high traffic and fluid population required a camera with a high resolution and high powered zoom. SNP-6200RH provides a 20x zoom, enabling the close monitoring of areas around the store. After the actual installation, it was confirmed that the pavement on the roads surrounding the store could also be monitored clearly.

Such outstanding recording performance is crucial for monitoring the recorded data. SRN-4000 includes RAID 5/6 that increases its reliability due to its ability to restore data even if an HDD fails. It also includes a hot swap feature that allows for uninterrupted recording even when HDDs are being replaced. Moreover, its dual SMPS offers more power reliability as backup power can be used immediately in cases of primary power switch malfunctions. The integrated monitoring software SSM (Smart Security Manager) was crucial for efficiently managing over 1,100 cameras and network recorders within the department store. Through SSM, not only the operational efficiency of the entire security system was maximized, but event pop-ups were also generated whenever events occurred within the department store so as to make safety managers respond in a timely manner.